

Maricopa Integrated Health System Health Plans
Urgent Care/After Hours Grid

What is Urgent Care? Covered services provided when such services are medically necessary and immediately required as a result of an unforeseen illness, injury or condition and it was not reasonable given the circumstances to obtain the care through the Member's Primary Care Physician.

Name of Plan and Plan Type	Authorization Required?	Urgent Care Requirements	Claims Processed
<p><u>Maricopa Health Plan</u> Funded by AHCCCS Members need to meet financial criteria as determined by AHCCCS</p> <p><u>Maricopa Long Term Care Plan</u> Funded by AHCCCS Members need to meet financial criteria as determined by AHCCCS</p> <p><u>Maricopa Senior Select Plan</u> Funded by HCFA Medicare + Choice Plan Must meet criteria as determined by HCFA</p> <p><u>Health Select Plan</u> Funded by Maricopa County for Maricopa County Employees and their eligible dependents Employee Benefit Plan</p>	<p><u>Yes.</u> Please call the authorization unit 24 hours a day and 7 days a week at:</p> <p style="font-size: 1.5em; color: blue; text-align: center;">602- 344 –8111</p>	<ul style="list-style-type: none"> Member identifies urgent need for care for self or dependent. Member contacts PCP for appointment (<i>Note:</i> Member must first contact PCP for appointment prior to proceeding to Urgent Care during regular business hours). PCP or appropriate staff triages member's need for care. If appointment is available, PCP sees member. If no appointment is available, the PCP contacts Health Plan to notify MIHS-HP of his/her intent to direct member to Urgent Care. <p>If determined <i>NOT URGENT</i>:</p> <ul style="list-style-type: none"> The Authorization Unit & the requestor determine that the problem does not require urgent care services. The member will be directed to see his/her PCP. At this point no further Health Plan involvement is required. <p>If determined <i>URGENT</i>:</p> <ul style="list-style-type: none"> The Authorization Unit will acknowledge the PCPs request and instruct the PCP to direct the member to Urgent Care. The Urgent Care Provider will be instructed by the Authorization Unit to direct the member to their PCP for <i>follow-up care</i>, including the transfer of appropriate documents in a timely manner to facilitate continuity of care. <p><i>Or</i> if the member presents without PCP intervention:</p> <ul style="list-style-type: none"> The requesting Provider of Urgent Care Services will be asked for information by the Authorization Unit so that a determination can be made as to the urgent nature of the member's health problem and handled as described above. <p>Out of Area (OoA) cases should be handled as described above, except urgent care is authorized if the member will not be able to return to the PCP within 24 hours. The Authorization Unit should consider the effects of travel on the ill member when an OoA service request is received (except Health Select. Health Select OoA coverage is for Emergencies only)</p>	<p>Submit using HCFA 1500 to:</p> <p>MIHS - HP POBOX 20019 ATTN: Claims Department Phoenix AZ 85034</p> <p>Claims must be submitted within 6 months from the date of service.</p> <p>MSSP claims must be submitted by 12/31 of the following calendar year.</p> <p>Claims Status Questions: 602-344-8555</p> <p>Claims Submissions <u>Reminder:</u></p> <ul style="list-style-type: none"> Include authorization number Include appropriate ICD9 Include progress notes <p>(Please refer to the Provider Manual for further claims submission information)</p>

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Contracted Urgent Care Facilities & After Hours Locations

Jesse Owens Urgent Care	325 E Baseline Rd Phoenix AZ 85040	Monday through Friday 8:00 am to 8:00 PM Saturday - 8:00 am to 4:00 PM Sunday - 8:00 am to 4:00 PM Holidays - 8:00 am to 4:00 PM	602-824-4350
Urgent Care Specialists	6553 E Baywood Suite 103 Mesa AZ 85206	Monday through Friday 8:00 am to 8:00 PM Saturday - 8:00 am to 4:00 PM Sunday - 8:00 am to 4:00 PM Holidays - 8:00 am to 4:00 PM	480-985-6200

Fraud and Abuse

To report suspected cases of Fraud and Abuse, please call (602) 344-8481

Provider Services

(602) 344-8957 phone (602) 344-8933 fax

Case Management Telephone & Fax Numbers

East Valley	(480) 344-8000 phone	(480) 497-3820 fax
Central Valley	(602) 344-8700 phone	(602) 344-8751 fax
West Valley	(602) 344-8600 phone	(623) 678-1810 fax